



Philip L. Browning
Director

COUNTY OF LOS ANGELES

Child Support Services Department



May 18 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Philip L. Browning
Director

SUBJECT: INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS FOR THE CHILD SUPPORT SERVICES DEPARTMENT

This is to notify you of my intent to request the Internal Services Department (ISD) to execute two (2) new Work Orders and twenty-four (24) Work Order extensions for a total of \$4,697,663 under the Information Technology Support Services Master Agreement (ITSSMA) to obtain contractual staff for the Child Support Services Department (CSSD) Information Technology Bureau. Execution of these Work Orders is necessary to allow CSSD's Information Technology staff to continue the support of the ACSES Replacement System (ARS), Los Angeles County's child support case management system, and numerous, ongoing projects that must be completed to effect our transition to the Federally mandated statewide child support computer system – the California Child Support Automated System (CCSAS). The Work Orders, which are the subject of this memorandum, each exceed the \$300,000 limit, and the extensions will also increase the maximum amount. In accordance with the ITSSMA guidelines, prior Board notice is provided. There is **no net County cost**, as this budget item is fully funded by State and Federal funds.

BACKGROUND

CSSD continues to utilize the ITSSMA process to augment its technical resources and to help the department meet its critical information technology needs. With the technical and programming assistance obtained through ITSSMA Work Orders, the system has continued to successfully perform as it was designed. The ARS system registered collections of over \$501 million last

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year and assisted the Los Angeles Child Support Department to manage almost 500,000 cases, representing 26 percent of the State's child support caseload. As a result of the selection of ARS by the California Department of Child Support Services as the host child support automation system for Orange and San Diego Counties and the conversion of those counties' caseloads to ARS in April 2002, our system now successfully supports approximately 43 percent of California's child support cases.

In addition to the maintenance and operation of ARS, our technology staff, supplemented by ITSSMA consultants, performs database administration, architects ARS components and supports a number of third-party software products. Just as importantly, IT staff provides support to the ARS Consortium (the ARS steering committee comprised of representatives from Los Angeles, Orange and San Diego Counties), makes State-mandated or approved ARS enhancements, administers the department's LAN and email system, develops new Lotus Notes and Web applications, maintains computer hardware and software inventories and provides valuable management information and direct customer (end-user) support. See Attachment 1.

Moreover, the technology staff will assist with the replacement of ARS by the California Child Support Automated System (CCSAS). A fully integrated statewide system, CCSAS, is mandated by Federal and State legislation. The conversion will be accomplished in two phases with the first phase scheduled for completion by September 15, 2005. This phase is designated as CCSAS Version 1. A new, enhanced version of CCSAS (known as CCSAS Version 2) will be developed in the second phase, and is currently planned for mid-2008. CSSD has been approved by the State to retain the services of fourteen additional contract staff to facilitate our transition to CCSAS. Notice to your Board of these additional contractors was provided in the memorandum dated October 27, 2004. The contract personnel identified in the Attachment 2 are required to supplement existing staff and expertise, and will be instrumental in completing fourteen critical projects that must be developed, tested, and readied prior to CCSAS Version 1 implementation. These projects have been defined by the State in Functional Requirements Documents (FRDs), follow strict and aggressive timelines, and are crucial to our efforts to obtain Federal System Certification and the avoidance of millions of dollars in federal penalties.

SCOPE OF WORK

The Work Orders shown on the attached lists will support the following projects in this department:

- R2 FRDs for California Child Support Automated System (CCSAS Version 1)
- NCP (Non-Custodial Parent) Billing Statement
- Multiple DAC (Distribution Account) Project
- Revisions to the OCSE157 Report
- Case Closure Augmentation
- Incoming Interface with Process Service Vendors:
 - EDP Legal Support Services for Los Angeles
 - Specialized Litigation Services, Inc. (SLS) for Orange County and San Diego County
- CalWIN Interface
- Registrar Recorder Interface (for Orange and San Diego Counties)

- DFAS Electronic Interface (for Orange and San Diego Counties)
- Create New Screen for Interstate Agency Information (Initiating and Responding)
- Automated Default Generation/Amended Summons & Complaint
- Integrated Voice Response (IVR) System Upgrade
- Network Strengthening and Isolation
- Storage Area Network

These projects are required to facilitate CCSAS implementation, maintain the current ARS child support case management system, comply with State and Federal reporting and program requirements, facilitate LAN administration, strengthen computer security, maintain services levels to Consortium members, enhance customer service to our constituents and support departmental administrative functions. Please note that these projects conform to our Business Automation Plan as required by the Chief Information Officer.

JUSTIFICATION

CSSD actively sought to hire County personnel to fill its vacant technology positions. Unfortunately, the County does not currently have permanent staffing positions or eligibility lists with permanent County staff possessing the necessary skill sets to carry out these critical technology functions. Additionally, the County salaries offered for these specialized positions served as a deterrent to attracting qualified applicants. CSSD has, however, reduced its vendor need by two contractors. Over this last year, the ARS Consortium has been able to provide knowledge transfer of programming and database administration to permanent

County staff that will continue to support the Consortium for services rendered previously by contractors.

It should be noted that the need for nearly all of these work orders will be alleviated in 2008 with the implementation of CCSAS. The work orders listed in Attachment 2 were specifically approved by the State child support agency to assist CSSD in its transition to the statewide automation system. Once the new statewide system is operative, these work orders will be terminated. Also, we believe that the need for the work orders listed in Attachment 1 will be greatly diminished when CCSAS comes online, as many of the functions of the local staff will be centralized and operated by DCSS.

Until the state's automated child support system is completed and ARS is phased out, CSSD will continue to require the assistance of these ITSSMA contract staff to supplement our existing IT staff. Several of our consultants perform highly specialized, technical and database functions and have extensive knowledge of ARS. This is especially true for staff performing database administration, systems programming, and Call Center support. Additionally, several consultants will directly participate in CCSAS implementation and will be essential to our overall effort to obtain federal certification.

The department recognizes that a reliance on contract staff is problematic, but even more problematic would be the hiring of permanent County staff for the limited time period these consultants will be used. Further, the inability to attract comparably qualified permanent replacements with available items remains a reality. Using the ITSSMA consultants to supplement current CSSD technology staff will allow the department to maintain current service levels, meet accelerated State timelines, and enhance our current pool of talent and expertise.

The services received under the Work Orders are essential to the effective functioning of our department and to our successful transition to the new statewide system. We rely heavily on automation to manage our massive caseload, locate parents and their assets through interfaces with other Federal, State and local databases, and for communication within our department and with other jurisdictions. Further, ARS requires constant refinements and modifications to keep pace with regulatory changes and the ever-evolving needs of the department. Hence, having experienced contract staff with first-hand knowledge of our operations and business systems is necessary to avoid the slowdown in work or the delay in collecting and distributing child support for the children and families of Los Angeles County.

FISCAL IMPACT

The contractor's hourly rates remain the same for the Work Orders being extended. The total amount of the Work Orders for Fiscal Year 2005-06 is \$4,697,663. The amount to be expended for the Work Orders will be fully offset by State and Federal revenue. DCSS has confirmed the approval of funding for these Work Orders. There is **no net County cost**.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term and maximum amounts of the 24 current Work Orders and execute 2 new Work Orders. In two weeks time we will instruct ISD to proceed with the amendments and execute the new Work Orders. If you or your staff has any questions or comments, please don't hesitate to contact me or David Jacobson of my staff at (323) 832-7191.

PLB:lg

Attachments

c: Executive Officer, Board of Supervisors
Chief Administrative Officer
County Counsel
Internal Services Department

NOTED AND APPROVED:


JON W. FULLINWIDER
Chief Information Officer

5/25/2005

ITSSMA CONSULTANTS CONTINUING SUPPORT

	CURRENT PROJECT	WORK ORDER #	ITSSMA VENDOR	SPECIALTY	WORK ORDER TERM	NEW W/O TERM	ADDITIONAL W/O AMOUNT
1	ARS Financial Process Financial Specialist	N01-0227	Endeavor Systems	Application Developer	06/30/04 - 7/31/2005	08/01/05 - 6/30/2006	\$158,000
2	ARS Financial Process Financial Specialist	N01-0235	Todd Saalman & Assoc.	Application Developer	06/30/04 - 7/31/2005	08/01/05 - 6/30/2006	\$160,000
3	ARS Case Management Process Locate Specialist	N01-0229	Endeavor Systems	Application Developer	06/30/04 - 7/31/2005	08/01/05 - 6/30/2006	\$152,000
4	ARS Applications Development	N01-0230	Systems Experience, Inc.	Unisys Systems Programmer	06/30/04 - 7/31/2005	08/01/05 - 6/30/2006	\$130,000
5	ARS Database Administration	N01-0193	Endeavor Systems	Unisys Systems Programmer	07/01/03 - 6/30/2005	07/01/05 - 6/30/2006	\$178,000
6	ARS Database Administration	N03-0036	Endeavor Systems	Database Administrator	07/01/03 - 6/30/2005	07/01/05 - 6/30/2006	\$164,000
7	ARS Architecture Technical Support	N01-0192	Endeavor Systems	Unisys Systems Programmer	07/01/03 - 6/30/2005	07/01/05 - 6/30/2006	\$178,000
8	ARS Architecture Technical Support	N01-0194	Endeavor Systems	Unisys Systems Programmer	07/01/03 - 6/30/2005	07/01/05 - 6/30/2006	\$170,000
9	ARS Systems Programming	N01-0195	Endeavor Systems	Unisys Systems Programmer	07/01/03 - 6/30/2005	07/01/05 - 6/30/2006	\$184,000
10	ARS Operations Analysis	N01-0201	Endeavor Systems	Operations Analysis	07/01/03 - 6/30/2005	07/01/05 - 6/30/2006	\$130,000
11	Network/Capacity Planning	N01-0200	Endeavor Systems	Technical Support	07/01/03 - 6/30/2005	07/01/05 - 6/30/2006	\$140,000
12	ARS Federal & State Reporting	N01-0205	Endeavor Systems	EDP Business Analyst	07/01/03 - 6/30/2005	07/01/05 - 6/30/2006	\$154,000
13	Human Resources Applications	N7F-0002	Endeavor Systems	Lotus Notes Developer	07/01/03 - 06/30/2005	07/01/05 - 06/30/2006	\$167,500
14	Call Center Systems Administration	N04-0323	Engineers' Group, Inc	Voice Response Systems Specialist	03/12/02 - 06/30/2005	07/01/05 - 06/30/2006	\$126,000
						TOTAL	\$2,191,500

ITSSMA CONSULTANTS CCSAS - R2 PROJECTS

WORK ORDER #	ITSSMA VENDOR	SPECIALTY	EXISTING WORK ORDER TERM	REQUESTED EXTENSION	EXISTING WORK ORDER AMOUNT	NEW W/O MAXIMUM
1 N7E-0058	Logic House, Inc	Lead Tester	03/22/05 - 10/31/05	11/01/05 - 06/30/06	\$67,680	\$167,522.00
2 N01-0244	Logic House, Inc	Programmer (St. Case Registry)	11/15/04 - 10/31/05	11/01/05 - 11/30/05	\$247,680	\$167,200.00
3 N01-0240	Rydek	Senior Project Coordinator	03/10/05 - 07/31/06	Not Required	\$330,240	\$355,477.00
4 N01-0243	Logic House, Inc	Programmer (CSENet Specialist)	11/15/04 - 10/31/05	11/01/05 - 11/30/05	\$247,680	\$208,800.00
5 Pending	Pending	.Net Specialist	N/A	07/01/05 - 06/30/06	N/A	\$198,000.00
6 N01-0250	Sierra Systems	Technical Writer	01/26/05 - 06/30/06	Not Required	\$124,800	\$148,260.00
7 N7E-0045	Logic House, Inc	QA Manager	11/15/04 - 10/31/05	11/01/05 - 06/30/06	\$330,240	\$367,200.00
8 N01-0239	Modis, Inc	Technical Writer	11/15/04 - 09/30/05	10/01/05 - 06/30/06	\$124,800	\$148,260.00
9 N7E-0061	Logic House, Inc	Business Analyst	02/14/05 - 01/31/06	02/01/06 - 06/30/06	\$92,880	\$208,800.00
10 N7E-0063	Solitsys Technologies	Business Analyst	02/14/05 - 01/31/06	02/01/06 - 06/30/06	\$92,880	\$201,600.00
11 N7E-0047	Enterprise Computing	Lead Tester	3/10/2005 - 10/31/05	11/01/05 - 06/30/06	\$67,680	\$167,522.00
12 Pending	Pending	Lead Tester	N/A	07/01/05 - 06/30/06	N/A	\$167,522.00
				TOTAL		\$2,506,163.00